SAMUEL OMOYIN

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PROFESSIONAL SUMMARY

Microsoft 365 Modern Workplace/Infrastructure Engineer with 3 years of experience in delivering outstanding technical support and managing enterprise solutions for clients across diverse industries. Skilled in troubleshooting Microsoft 365 workloads, managing hybrid environments, and implementing cloud-based solutions. Proficient in PowerShell scripting, Active Directory, Azure AD, and developing security policies. Adept at incident management, customer collaboration, and driving productivity through tailored solutions.

PROFESSIONAL EXPERIENCE

Ha-Shem Limited

Modern Workplace Solution Engineer – August 2024 to Present

- Deploy, provision, and administer Cloud/SaaS applications and services, including Azure VMs and Azure Storage.
- Drive worldwide customer adoption of Microsoft cloud productivity and security solutions.
- Identify customer-specific issues with Office 365 services, Azure Services, and the Azure Platform, conducting in-depth diagnostics.
- Collaborate with Business and IT Analysts to develop process improvements and automation workflows.
- Recommend cloud migration strategies and prepare technical implementation roadmaps for Azure adoption and Office 365.
- Translate technical problems into non-technical terms to ensure understanding across teams and clients.

- Provide end-to-end technical expertise throughout the project lifecycle, from requirements scoping to deployment.
- Act as a technical escalation point for complex support issues to ensure smooth project delivery.
- Offer technical guidance and design architecture for business solutions tailored to client needs.
- Analyze user scenarios to recommend and deploy the most suitable technology solutions, improving business efficiency.
- Define strategies to ensure quality service delivery and assurance.
- Manage Active Directory user roles, Group Policies, and authentication services within a Windows Server environment.
- Configure and deploy hybrid solutions using the Hybrid Configuration Wizard for Exchange Server and Azure AD integration.

Teknowledge

Technical Support Engineer (Microsoft 365 Enterprise) - L2 – August 2022 to January 2024

- Resolved 100+ technical issues across Windows and Mac OS platforms, improving customer satisfaction.
- Diagnosed and resolved Outlook sync and MFA-related issues, ensuring seamless operations by generating application passwords.
- Conducted in-depth investigations into Defender for Office 365, Endpoint, and Secure Score to enhance threat analytics for enterprise clients.
- Managed Office 365 workload implementation, including deployment, security, and compliance across global regions.
- Delivered 2nd-level support for Outlook, Exchange Online, Teams, SharePoint, and OneDrive to clients across the US, Canada, India, Europe, and Africa, ensuring SLA compliance.
- Developed and implemented security policies (DLP, insider risk management) to protect confidential data.
- Managed user roles, access, and authentication in hybrid environments using Azure AD and Active Directory.

Cardinal Security Services Limited

IT Support Specialist – April 2022 to August 2022

- Analyzed and resolved IT support issues, ensuring smooth operations for internal and external users.
- Installed, configured, and maintained hardware and software systems.
- Conducted IT training sessions for new hires, enhancing technical proficiency within the organization.
- Identified and implemented process improvements to simplify operations and increase efficiency.
- Deployed, maintained, and upgraded internal equipment and software, ensuring optimal performance.

EDUCATION

- **HND** in Computer Science, Moshood Abiola Polytechnic – February 2020 (Upper Credit)
- **OND** in Computer Science, Moshood Abiola Polytechnic – February 2017 (Lower Credit)
- **West African Secondary School Certificate**, Student Embassy Academy – May 2013

SKILLS AND ABILITIES

- Microsoft 365 Workloads (Exchange Online, SharePoint/OneDrive, Teams, Outlook, etc.)
- Active Directory Domain Services (ADDS) & Azure Active Directory (Entra ID)
- Group Policies
- DNS & TCP/IP
- Automation
- Exchange Server
- Microsoft Entra Connect
- PowerShell Scripting

ACHIEVEMENTS

- Successfully executed a Microsoft 365 tenant-to-tenant migration, seamlessly migrating 250+ mailboxes, 180+ Microsoft Teams chat histories, and 230+ OneDrive accounts using Quest migration tool ensuring compliance and data security throughout the migration process.
- Completed a cross-forest Active Directory migration, moving 170+ user accounts, 37 groups, 170+ computer accounts, and 100+ group policy objects (GPOs) using ADMT, PES, SQL Server Express, and PowerShell automation for a smooth transition.
- Completed a major Exchange Server upgrade from Exchange Server 2016 to Exchange Server 2019, migrating over 500 mailboxes with a focus on system optimization, performance improvement, and operational continuity.

CERTIFICATIONS

- Microsoft Security, Compliance & Identity Fundamentals - [Microsoft Certified: Security, Compliance, and I... - Credly](#)
- Microsoft 365 Fundamentals - [Microsoft 365 Certified: Fundamentals - Credly](#)